

Supported decision making

The new Aged Care Act 2024 puts the rights of older people first. The new Act establishes a legal framework for the registration of supporters, which will help embed supported decision making across the aged care system.

Registered supporter

A registered supporter is someone officially registered via My Aged Care to help an older person make and communicate their own decisions, especially about aged care services. This change is part of the new Aged Care Act that puts the rights of older people first.

Changing a Registered Supporter

You remain in control, and can add, change, or remove supports at any time.

Transition note

If you had an active regular or authorised representative in My Aged Care on 31 October 2025, they become your registered supporter on 1 November 2025. You can ask to cancel a supporter's registration at any time via My Aged Care.

Power of Attorney (POA)

A POA is a legally appointed individual with formal authority to make decisions on the behalf of the older person, as per the laws of their state or territory. These refer to financial, legal and/or medical decisions, and the process for applying as a POA can differ depending on where you live.

Interaction with registered supporter role

- A person can hold both roles simultaneously (e.g. a registered supporter can also be POA).
- A Power of Attorney (POA) can make certain legal decisions for a person. But when it comes to aged care choices that aren't covered by their legal powers, they need to switch to a supportive role – helping the person make their own decisions, just like a registered supporter would.

How they compare:

	Registered supporter	Power of Attorney (POA)
Legal Decision-Making Authority	None - supports decision-making, but cannot decide	Yes - can make decisions if legally appointed
Main Purpose	Empower an older person to make their own decisions	Act legally on behalf of the older person
Communication and Access	Can communicate with aged care systems if authorised	Can act and make decisions directly
Accountability	Must act honestly, uphold older person's wishes	Legally bound to act within their appointed authority
Changeability	Older person can add/remove anytime	Depends on legal documents or court appointments



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